



Google Apps - a closer look

Frequently asked questions about why schools choose Google Apps

About Google Apps Education Edition

Google Apps Education Edition is a free suite of hosted communication and collaboration applications designed for schools and universities. Google Apps includes Gmail (webmail services), Google Calendar (shared calendaring), Google Docs (online document, spreadsheet, presentation, and form creation and sharing), Google Video (secure and private video sharing – 10GB free) and Google Sites (team website creation with videos, images, gadgets and documents integration), as well as administrative tools, customer support, and access to APIs to integrate Google Apps with existing IT systems.

For more information visit:
google.com/a/edu

Is Google Apps really free?

Google Apps Education Edition is free – available at no charge for nonprofit educational institutions anywhere in world.

Additionally, Google Message Security – powered by Postini – is also included free for K-12 schools and districts who add the service by July 2010. Google Message Security allows administrators to easily set-up and manage group email policies and create robust content filters.

If it's free, are there ads?

Google Apps is free of ads, so that faculty, staff, and students never see ads in any application – ever.

What capabilities and services are included with Google Apps?

Google Apps includes Gmail – the web-based email service chosen by millions worldwide for its ease of use and reliability – and a suite of built-in collaboration and productivity solutions:

- **Google Calendar** shared calendaring, scheduling, and meeting management
- **Google Docs** online document, spreadsheet, presentation, and form creation and sharing
- **Google Sites** website creation and sharing, with video, image, gadget, and document
- **Google Video** secure, private video sharing – with 10GB of free storage

Google Apps also offers administrative tools, customer support, and access to APIs to integrate Google Apps with existing IT systems.

What if I only want to use Gmail?

Or use other services within Google Apps, but not Gmail?

You can pick and choose which services in the Google Apps suite you would like to make available to your domain. You are not required to use Gmail or any other product.

How does use of Google Apps affect compliance with the Child Online Privacy and Protection Act (COPPA)?

For Google Apps Education Edition used with your school domain, your school assumes the responsibility for complying with COPPA and the information that students submit.

Per the Google Apps Education Edition Agreement, any school administering Google Apps Education Edition acknowledges and agrees that it is solely responsible for compliance with COPPA, including, but not limited to, obtaining parental consent concerning collection of students' personal information used in connection with the provisioning and use of the Services by the Customer and End Users.

How can I use Google Apps when I'm not connected to the internet?

Google Apps works with Google Gears – a built-in browser extension – to allow offline access to Google Docs, Google Calendar, and Gmail. In addition, Google Apps works with software such as Apple Mail, or Microsoft Outlook, for viewing email, contacts, or calendars on your computer. You can also import/export any and all your documents into common formats (including Microsoft Office) or use a third party solution to sync and backup your documents on your computer.

How reliable is Google Apps?

Gmail, Google Calendar, Google Talk, Google Docs, and Google Sites within Google Apps Education Edition are guaranteed to be available at least 99.9% of the time, ensuring that users have reliable access. This availability exceeds the uptime generally associated with on-premise solutions. Google shares information regarding product availability and uptime through an online Google Apps Status Dashboard so that status for these products is available at any time.

Will my data always stay within Google Apps?

Data created and stored within Google Apps is available until you remove it for as long as you maintain an active Google Apps account. If you wish to move data in or out of Google Apps, we provide online tools to help you easily import, export, or download information from Google Docs, Google Calendar, and Google Sites. After you delete an account, we remove the data associated with that account.

Can I customize my email policies, and create different policies for faculty and students?

Yes. Email policies can be applied to groups of users and include limiting messages based on where they are from, where they are going, or the content they contain. You can set up different email policies for faculty and students using Google Message Security – powered by Postini – which is now provided free for K-12 schools or districts. However, usage policy for the other services included in Google Apps remain consistent across users in your school.

Can I archive email with Google Apps?

You can archive email using Google Message Discovery, an add-on email archiving product provided by Google. While Postini-powered email security is included at no cost for K-12 schools with Google Apps, Postini email archiving Google Message Discovery is available to all educational institutions at a 66% discount from regular price.

